

Southeastern Massachusetts Regional 911

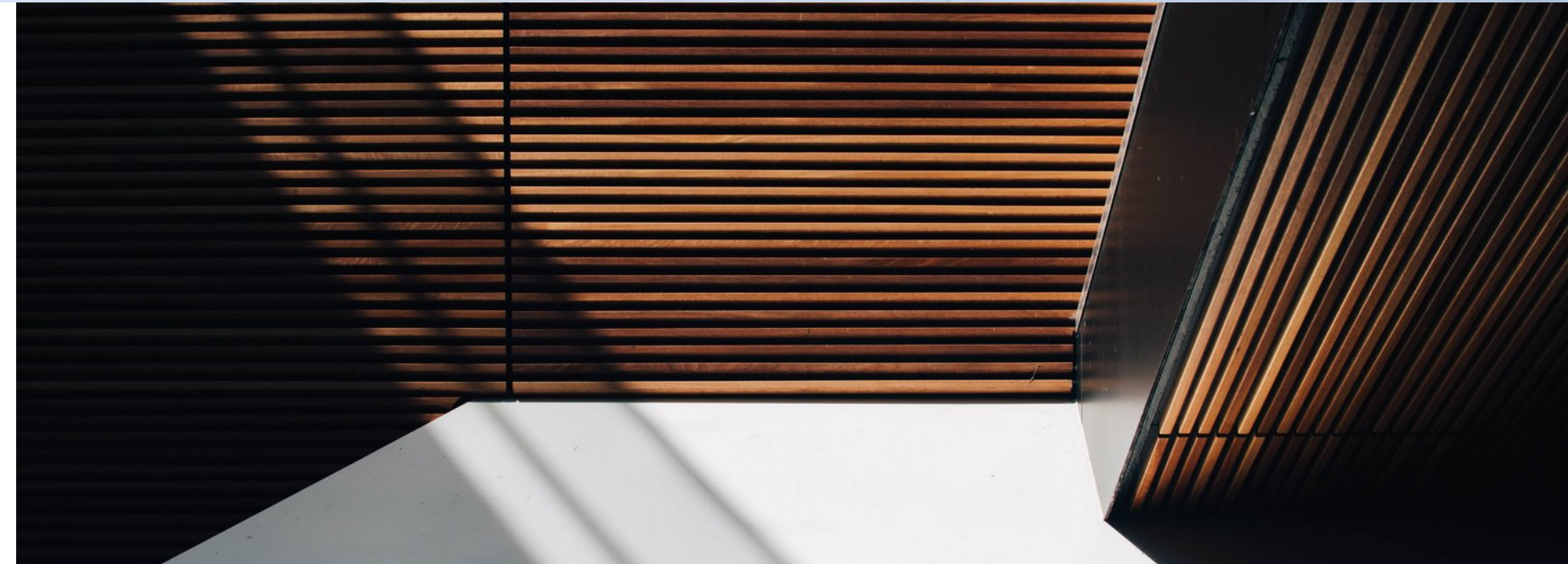


About Us

- Government Agency formed under MGL Ch 6A.
Public employer and body politic and corporate.
- Governed by a board of directors and an executive director.

Powers and authorities.

- Adopt a name and establish a seal
- Construct and site a 911 center
- Purchase land and building
- Employ an Executive Director
- Engage legal counsel
- Adopt a budget
- Enter into contract



What do we do?

Primary 9-1-1 Center

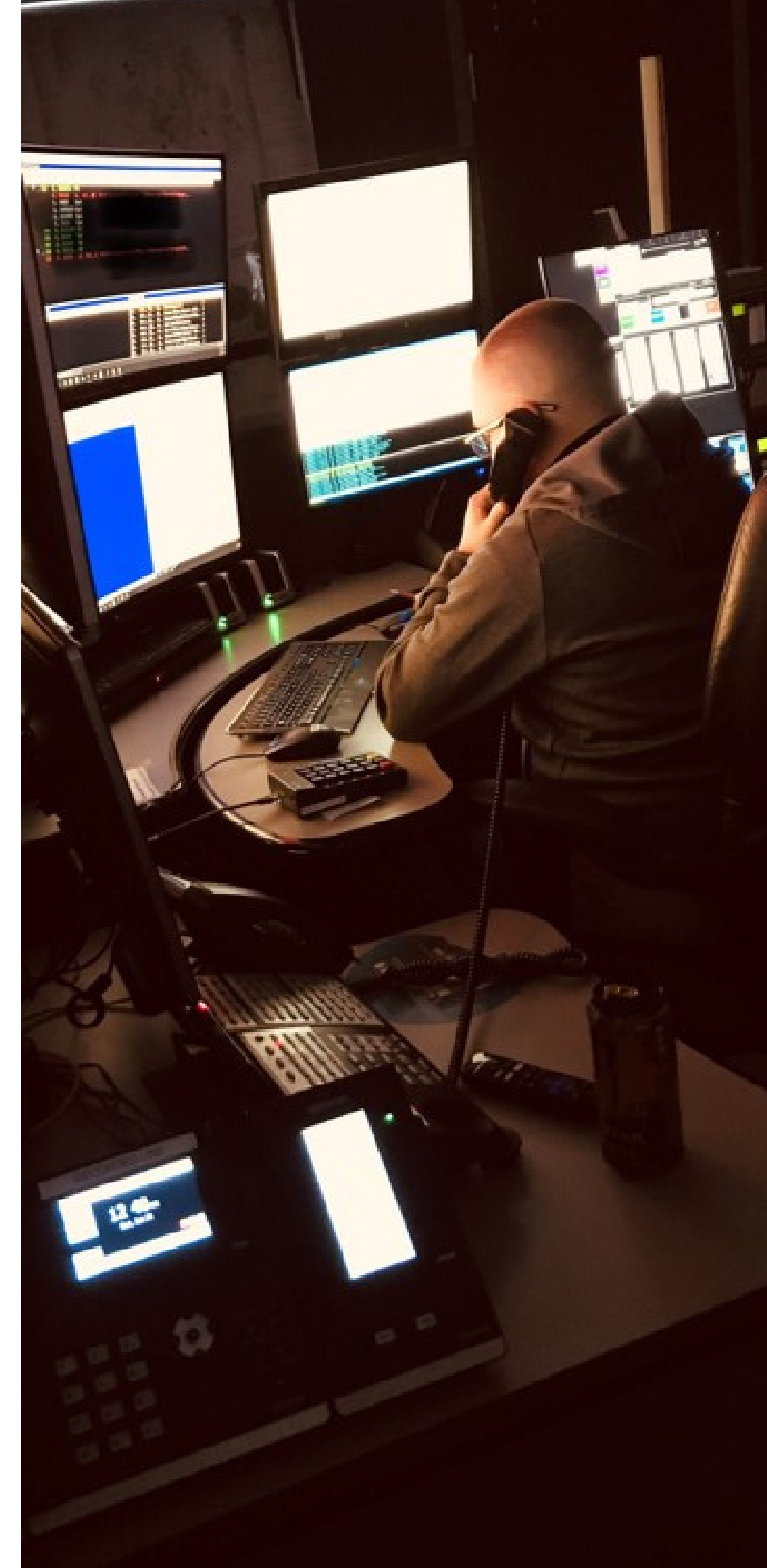
Wireless (cellphone) 9-1-1 Direct

Police, Fire, EMS, EM Dispatch

Bristol County Fire Control

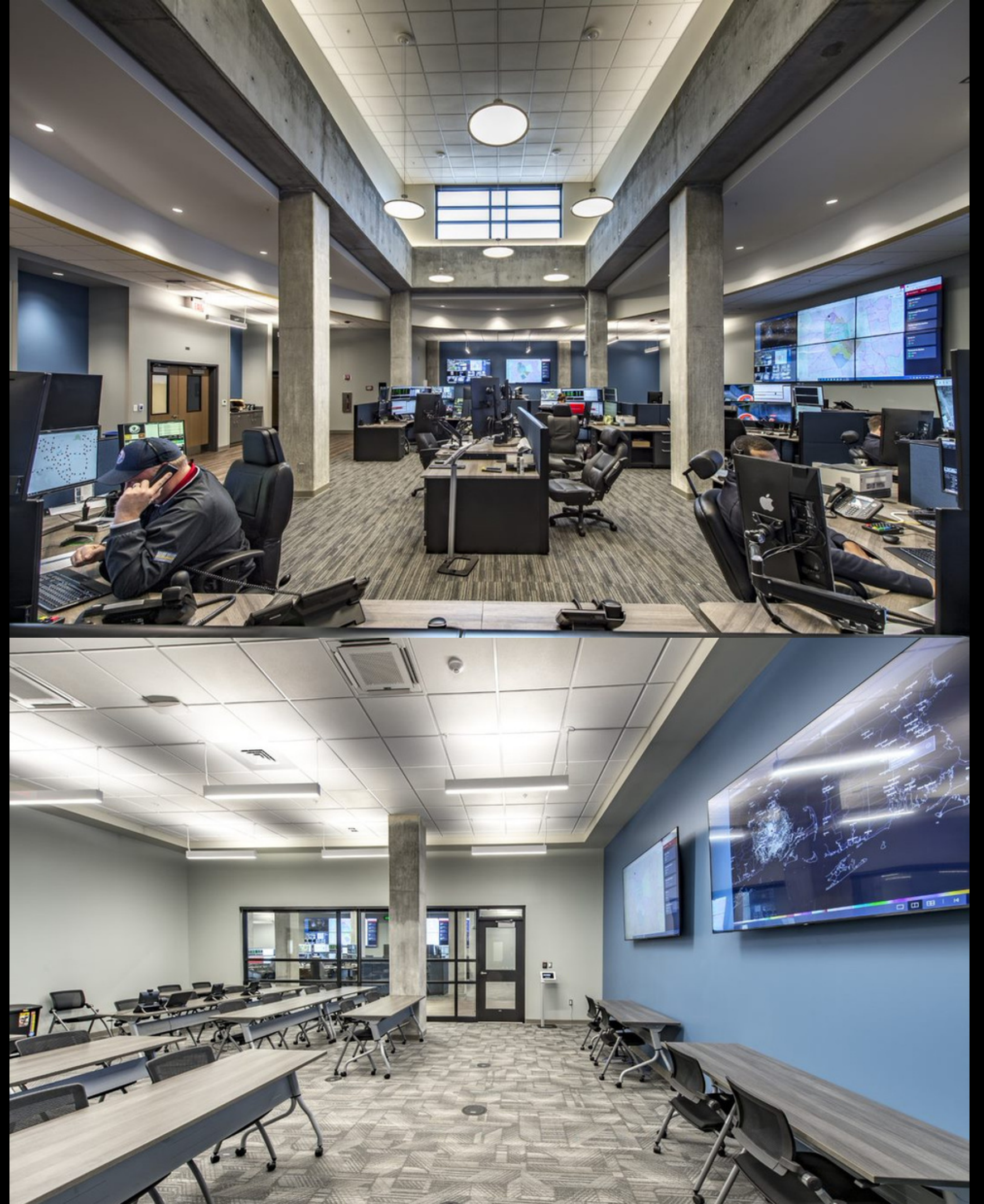
Emergency and Communications
preplanning.

Emergency Operations Center (EOC)
Operations



Facility

- State of the art, high security facility
- Built in a former DoD facility designed to survive a nuclear attack.
- All mission critical systems are redundant.
- Designed with expansion in mind.



The History of 9-1-1

Friday, February 16, 1968

On February 16th, 1968, the first 9-1-1 call occurred at Haleyville City Hall.



image from google images

1972

The FCC (federal communications commission) recommended that 9-1-1 become nationwide



image from google images

October 26th, 1999

On October 26th, 1999, Bill Clinton signed Bill Senate 800, which made 9-1-1 a nationwide emergency number



image from google images

Where we were, What has changed, Where are we are going.



Staff

Dedicated, professional staff dedicated to the 9-1-1 mission.



Training

- State 911 560CMR Telecommunicators
- Advanced Emergency Medical Dispatch
- Project 33 compliant training program
- About 500 hours of new hire OTJ training.
- Ride alongs
- Annual ConEd
- Real-time feedback and training from supervisors
- Weekly and monthly structured training and drills.
- Extensive Quality Assurance and Improvement program.



PRIORITY DISPATCH & THE INTERNATIONAL ACADEMIES OF EMERGENCY DISPATCH



Priority Dispatch works in partnership with the International Academies of Emergency Dispatch (IAED) to further the development of Priority Dispatch protocols and resources for 9-1-1 systems implementation.

The IAED is a research, standard-setting, certification, and accreditation organization that:

- Researches and develops dispatch best practices
- Develops and maintains Priority Dispatch System protocols for Medical, Fire and Police
- Certifies emergency communication staff
- Develops certification curriculum

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№ 2

Emergency Medical Dispatch/Accreditation

SEMRECC is certified to the advanced level of EMD. This means all of our staff is certified to provide dispatch life support interventions on 911 calls including CPR, child birth, medication administration etc. This also means that we have a tremendous compliance requirement for QA/QI

CALEA and IAED Accreditation in process for SEMRECC

SEMRECC PD Agencies currently MPAC accredited or certified with 9-1-1/communications compliance.

Foxborough Fire achieved ISO Class 1, with all points awarded for 9-1-1/communications.



International Academies
of Emergency Dispatch.

Funding

Independent agency - independent accounting

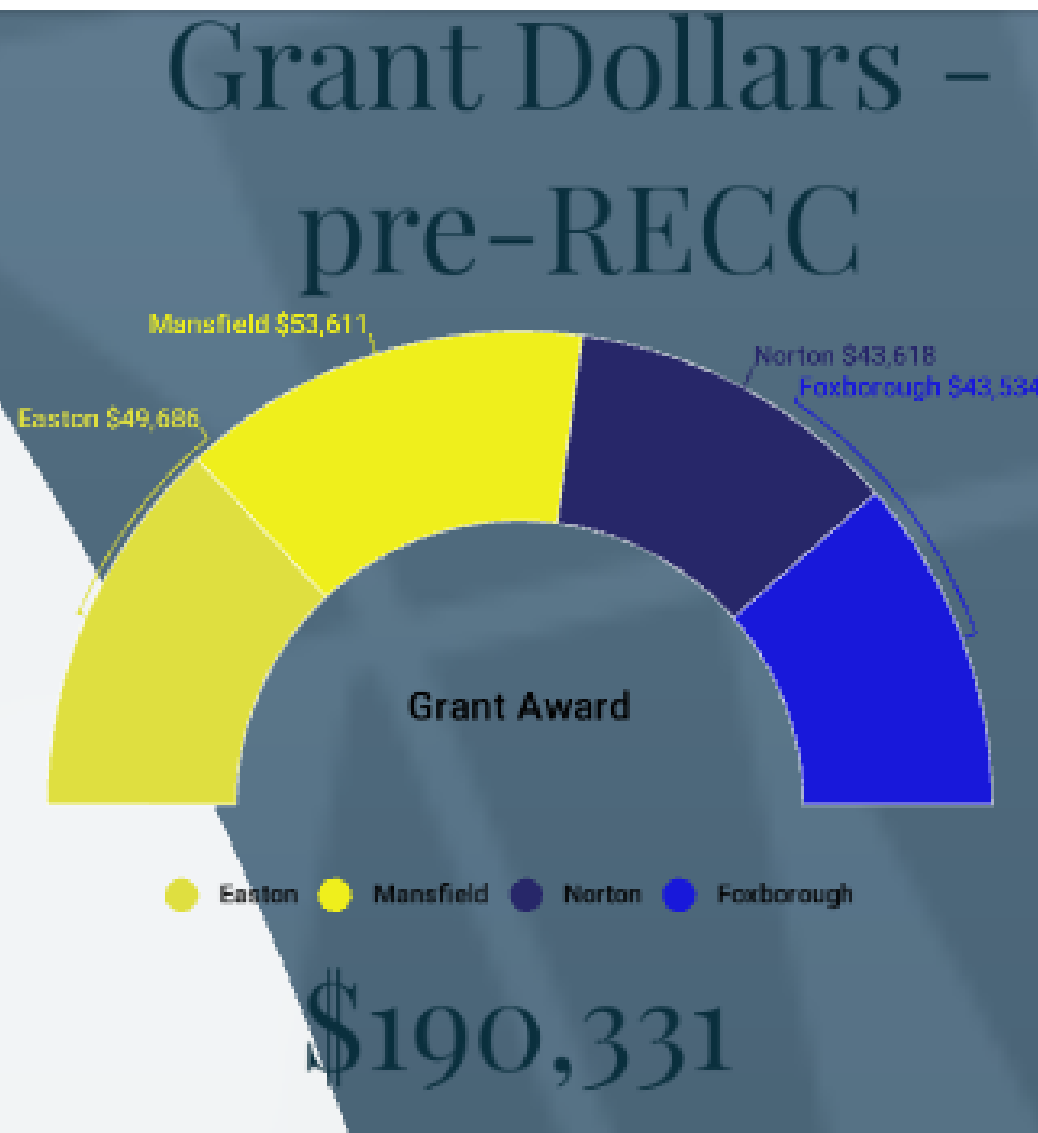
Annual budget derived from a determination of total projected operating cost, less anticipated grant funding divided amongst the city/towns in the district.



Grants

- State 911 Department Grants funded through telephone surcharges, not tax dollars.
- Grants are in perpetuity and not subject to reallocation/diversion to other programs in the state
- Regional centers are eligible for a substantially higher grant allocation vs local 911 operations. Additionally, a Regional 911 Center's allocation is protected by law, a local center is not.

Abandoned/missed Grant Money if 9-1-1 operations are not regionalized (Foxboro, Mansfield, Easton, Norton observed)



Post Regionalization Grant: \$1,354,448

10 year abandoned funding without
regionalization: **\$11,641,170**